



EBT NEWS

County of Los Angeles
Department of Public
Social Services

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Conversion to EBT for Two Pilot Districts Begins

Phase I: On the evening of June 25th, Phase I of conversion to EBT began when LEADER sent its first EBT conversion file to Citicorp, the EBT vendor. A total of 22,134 cardholders on 22,106 cases were successfully converted to EBT for the Metro East and South Central districts.

Additionally, since June 26th, LEADER has sent demographic information to Citicorp for new and ongoing cases. This means that:

- Regular Payees automatically get converted to EBT as the Primary Cardholder the first time benefits are author-

ized on a new case, as long as the individual is designated as a Case Member on the Case Payee screen in LEADER. Further, while cases using the district address for their mailing address will not have an EBT card and PIN mailed to them, the Regular Payee still gets converted as a Primary Cardholder as long as they are a case member.

- Demographic changes made to cases and cardholders already converted to EBT are updated to the EBT system. This includes changes to mailing address, phone number, primary language, office, file, date of birth and SSN.

Phase II: As of July 19th, conversion to EBT will be complete for the two Pilot districts when daily benefit authorizations for the Metro East and South Central districts are sent to the EBT system instead of LA FAIR. Then on July 26th, the first monthly benefits will be sent to the EBT system for August 2003.

In June, all pilot district intake staff and approved eligibility supervisors' received conversion training. Most participants in the pilot will begin using EBT for their August 2003 monthly benefits.

EBT IS COMING



Pilot Command Center

A Command Center comprised of staff from LEADER, Citicorp, the State and BWS is being created to support EBT pilot implementation. The Command Center, housed at LEADER, is expected to be operational from July 21, 2003 through approximately August 8, 2003. This post will enable communication among Pilot support staff and will serve as a link to necessary resources. In addition, the Command Center will be the ideal vehicle to identify and track critical trends, as well as report any problems/questions that arise to Citicorp and the State for resolution. The information captured by the Command Center will be invaluable, as it will make rollout a much smoother operation.

EBT Cards and PINs in the Mail

Case records for pilot district participants receiving Food Stamps and/or cash program benefits were converted on June 25, 2003 (see related article). With the converted files, pilot district participants are scheduled to receive their California Golden State Advantage (EBT) card and personal identification number (PIN) in July. Citicorp, the EBT contractor, will mail the EBT card on July 3rd, followed by the mailing of the PIN on July 8th. A special mailer went out on June 30th to notify pilot participants to be on the lookout for the two separate mailings, the EBT card and then the PIN. **Only** participants using a mailing address other than the address of the district office will receive the EBT card and PIN by mail. For those participants who use the district address as their mailing address, an appointment notice will let them know to pick up their EBT card and make a PIN selection at the training site for the district.

For intake applications authorized after June 25, 2003, EBT cards and PINs will be centrally mailed except to those using the district address as their mailing address. Those participants using the district address, will be given an appointment to return to the district between July 21 – July 31 to pick up their EBT card and to select their PIN.

Special Mailers in July to EBT Pilot Participants

In July, EBT pilot participants will receive the final series of special mailers to prepare for EBT implementation in August. These mailers are as follows:

DATE	MAILER	PURPOSE
July 7, 2003	Supplemental Training Material	The training material is to supplement the other informative pamphlet and wallet card mailed by Citicorp. The mailer will include: <ul style="list-style-type: none">EBT Tips Brochure (EBT 2)Additional information about EBT, (TEMP 2214);Access Location List (EBT 5); andTraining Location Supplement (EBT 15) BPPRE Admin. Memo #03-21, dated 07/01/03.
July 10, 2003	EBT Direct Deposit Information	All pilot participants with Direct Deposit will receive a notice (EBT 6) to inform them that beginning August 2003, there will be a stagger day change for the Food Stamp benefits. The stagger day will coincide with the last digit of the LEADER case number (or for LEADER case numbers P-U, the Legacy case number will be used). BPPRE Admin. Memo #03-23, dated 07/01/03.
July 17, 2003	Availability Dates for Your Electronic Benefit Transfer (EBT) Benefits	All pilot participants will receive a notice (EBT-1) to inform them of the availability date of their cash benefits and the availability date of their Food Stamp benefits beginning August 2003. (BPPRE memo #03-24, dated 07/01/03).

Statewide EBT Implementation On Schedule

This month, five more counties in California implemented EBT — Los Angeles, Imperial, Kern, Marin and Napa. To date, this brings the total number of counties on-line to 24. They include Alameda, Yolo, Contra Costa, Santa Clara, Santa Cruz, Solano, Sonoma, San Mateo, Orange, San Francisco, San Luis Obispo, Santa Barbara, Ventura, Merced, Stanislaus, Riverside, Tulare, Fresno and San Joaquin.